



Application No.: 09/606,093

RD-27075

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Shah et al.

: Group Art Unit: 2175

Application No. 09/606,093

: Examiner: T.N. Pardo

Filed: June 27, 2000

: Response to Paper No. 15

For: METHOD AND SYSTEM FOR
ENABLING TRAINING OF FIELD
SERVICE PERSONNEL AND
FIELD SERVICE OF MACHINES

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APPEAL BRIEF UNDER 37 C.F.R. 1.192

Assistant Commissioner for Patents
Alexandria, VA 22313-1450

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37 CFR 1.192(c)(1): Real Party in Interest

General Electric Company is the real party in interest.

37 CFR 1.192(c)(2): Related Appeals and Interferences

None.

37 CFR 1.192(c)(3): Status of Claims

On October 14, 2003, Appellants appealed from the final rejection of Claims 1-66.

Claims 1-66 stand rejected under 35 USC 103(a) over U.S. Patent No. 6,484,165 (Beall), in view of U.S. Patent No. 5,890,175 (Wong).

37 CFR 1.192(c)(4): Status of Amendments

No amendments have been submitted.

37 CFR 1.192(c)(5): Summary of Invention

Typically, training of field service personnel, such as field engineers, for installation and repair of machines, such as computed tomography (CT) and magnetic resonance (MR) machines, requires spending several weeks at a training site, where trainers introduce the field service personnel to a set of written materials. Drawbacks to the conventional training approach may include (1) training materials created by design engineers unfamiliar with field service constraints, (2) training materials directed to a specific machine and structured in a serial fashion, (3) training materials geared to a specific skill level or limited to a general overview, and (4) difficulties in searching the training materials for reference to specific problems. In addition, field service personnel typically carry to a site, such as a hospital, various reference materials, such as product and training manuals, for reference in installing and repairing such medical machines. If a field engineer is not knowledgeable with repairing a particular malfunction, a subsequent visit to the hospital by a second field engineer possessing the necessary skills may be required to repair the malfunctioning machine.

In one aspect of Appellants' invention, as recited in Claim 1, a computer implemented method 300 (FIG. 3), for at least one of enabling training of field service personnel and field service of machines, includes: obtaining a reference material search request (FIG. 3, page 8, lines 12-16). The computer implemented method further includes providing a list (at 340) of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines based on the reference material search request (FIG. 3, page 8, lines 16-20). The computer implemented method also includes providing a copy (at 350) of the at least one reference material associated with the at least one cataloged item (FIG. 3, page 8, lines 20-22).

In another aspect of Appellants' invention, as recited in Claim 3, in the computer implemented method 300 of Claim 1, the reference material search request includes data

relating to a machine (at 310), data relating to a skill level (at 320), and data relating to a service task (at 330) (Page 8, lines 12-20).

In another aspect of Appellants' invention, as recited in Claim 4, in the computer implemented method 300 of Claim 3 the data relating to the machine (at 310) includes data relating to product type and model (FIG. 3, page 8, lines 12-14). The data relating to the skill level (at 320) includes data relating to at least one of novice and expert (FIG. 5, page 9, lines 15-16). The data relating to the service task (at 330) includes data relating to at least one of installation, maintenance, and modification (FIG. 5, page 8, lines 10-11, page 9, lines 19-25).

In another aspect of Appellants' invention, as recited in Claim 5, in the computer implemented method 300 of Claim 1, the providing the list 340 includes generating the list from a data storage unit 450 that includes a number of cataloged items regarding a number of different machine types (FIGS. 2 and 4, page 10, lines 15-25).

In another aspect of Appellants' invention, as recited in Claim 8, in the computer implemented method 300 of Claim 1, the at least one cataloged item includes data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level (FIGS. 2 and 4, page 10, lines 7-25).

In another aspect of Appellants' invention, as recited in Claim 9, in the computer implemented method 300 of Claim 8, the data relating to the machine includes data relating to product type and model (FIG. 3, page 8, lines 12-14). The data relating to the skill level includes data relating to at least one of novice and expert (FIG. 5, page 9, lines 15-16). The data relating to the service task includes data relating to at least one of installation, maintenance, and modification (FIG. 5, page 8, lines 10-11, page 9, lines 19-25).

In another aspect of Appellants' invention, as recited in Claim 10, in the computer implemented method 300 of Claim 1, the providing the copy 350 includes retrieving the copy from a data storage unit 450 that includes data relating to at least one of training manuals and service manuals (Page 4, lines 7-11).

37 CFR 1.192(c)(6): Issues

- a) Whether Claims 1-66 are unpatentable under 35 USC 103(a) over Beall, in view of Wong.

37 CFR 1.192(c)(7): Grouping of Claims

- a) Claims 1, 2, 6 and 7 (2, 6 and 7 depend from 1), Claims 11, 12, 16, 17, 20 and 21 (12, 16, 17, 20 and 21 depend from 11), Claims 23, 24, 28 and 29 (24, 28 and 29 depend from 23), Claims 33, 34, 38, 39, 43 and 44 (34, 38, 39, 43 and 44 depend from 33), Claims 45, 46, 50 and 51 (46, 50 and 51 depend from 45), and Claims 55, 56, 60, 61, 65 and 66 (56, 60, 61, 65 and 66 depend from 55) stand or fall together.
- b) Claims 3, 13, 25, 35, 47 and 57 stand or fall together.
- c) Claims 4, 14, 26, 36, 48 and 58 stand or fall together
- d) Claims 5, 15, 27, 37, 49 and 59 stand or fall together.
- e) Claims 8, 18, 30, 40, 52 and 62 stand or fall together.
- f) Claims 9, 19, 31, 41, 53 and 63 stand or fall together.
- g) Claims 10, 20, 32, 42, 54 and 64 stand or fall together.

37 CFR 1.192(c)(8): Argument

1. Explanation of why (a) Claims 1, 2, 6, 7, 11, 12, 16, 17, 20, 21, 23, 24, 28, 29, 33, 34, 38, 39, 43, 44-46, 50, 51, 55, 56, 60, 61, 65 and 66, (b) Claims 3, 13, 25, 35, 47 and 57, (c) Claims 4, 14, 26, 36, 48 and 58, (d) Claims 5, 15, 27, 37, 49 and 59, (e) Claims 8, 18, 30, 40, 52 and 62, (f) Claims 9, 19, 31, 41, 53 and 63, and (g) Claims 10, 20, 32, 42, 54 and 64 are separately patentable from each other.

The embodiments of Claims 3, 13, 25, 35, 47 and 57 (group (b)) are separately patentable from the embodiments of group (a) because they recite that the reference material search request comprises data relating to a machine, data relating to a skill level, and data relating to a service task.

The embodiments of Claims 4, 14, 26, 36, 48 and 58 (group (c)) are separately patentable from the embodiments of groups (a) and (b) because they recite that the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

The embodiments of Claims 5, 15, 27, 37, 49 and 59 (group (d)) are separately patentable from the embodiments of groups (a), (b) and (c) because they recite that the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

The embodiments of Claims 8, 18, 30, 40, 52 and 62 (group (e)) are separately patentable from the embodiments of groups (a), (b), (c) and (d) because they recite that the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

The embodiments of Claims 9, 19, 31, 41, 53 and 63 (group (f)) are separately patentable from the embodiments of groups (a), (b), (c), (d) and (e) because they depend from group (e) and further recite that the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

The embodiments of Claims 10, 20, 32, 42, 54 and 64 (group (g)) are separately patentable from the embodiments of groups (a), (b), (c), (d), (e) and (f) because they recite that the providing the copy comprises retrieving the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals.

2. Brief characterization of the prior art relied on in the Final Rejection:

a. *Beall, U.S. Patent No. 6,484,165*: Beall is directed to a method and a system for database manipulation, and, more particularly, to an electronic catalog requisition system. (Abstract) The catalog is used for e-shopping. (See, for example, Col. 1, lines 20-22; Col. 7, lines 55-58; Col. 8, lines 4-10.)

b. *Wong, U.S. Patent No. 5,890,175*: Wong is directed to a method for dynamically generating and displaying catalogs electronically. (Abstract) The

method enables merchants to generate catalogues of items, each item having group and product information. (Abstract. See also Figure 4, for example.) Like Beall, Wong is directed to catalogs for e-shopping. (See, for example, Col. 1, lines 11-13, and Col. 3, lines 23-25.) The object of Wong is to provide a system that allows a small user (merchant) to create an electronic catalog that mimics the traditional store architecture (aisle, shelves etc). (Col. 1, lines 47-52, Col. 2, lines 39-42.) Although the examples and details in Wong are directed to e-shopping, at Col. 3, lines 31-33 of Wong, it is asserted that "the concepts of the invention are not limited to a traditional merchant/consumer relationship and can be used for creating catalogs of any sort, such as information-only catalogs."

3. Discussion of the issues presented by the final rejection:

a. *Whether Claims 1, 2, 6, 7, 11, 12, 16, 17, 20, 21, 23, 24, 28, 29, 33, 34, 38, 39, 43, 44-46, 50, 51, 55, 56, 60, 61, 65 and 66 are unpatentable under 35 USC 103(a) over Beall, in view of Wong:*

Claims 1, 2, 6, 7, 11, 12, 16, 17, 20, 21, 23, 24, 28, 29, 33, 34, 38, 39, 43, 44-46, 50, 51, 55, 56, 60, 61, 65 and 66 define allowable subject matter over Beall, in view of Wong.

Independent Claim 1 recites a "computer implemented method for at least one of enabling training of field service personnel and field service of machines, the computer implemented method comprising ... providing a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines based on [a] reference material search request" Each of Claims 2, 6 and 7 depend from Claim 1.

Similarly, independent Claim 11 recites a "method for at least one of enabling training of field service personnel and field service of machines, the method comprising ... providing to [a] second computing unit a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines from [a] first computing unit based on [a] reference material search request" Each of Claims 12, 16, 17, 20 and 21 depend from Claim 11.

Independent Claim 23 recites a "system for at least one of enabling training of field service personnel and field service of machines, said system comprising: at least one processor adapted to obtain a reference material search request [and] to provide a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and service of machines based on the reference material search request" Each of Claims 24, 28 and 29 depend from Claim 23.

Similarly, independent Claim 33 recites a "system for at least one of enabling training of field service personnel and field service of machines [and having] means for providing to [a] second computing unit a list of at least one cataloged item corresponding to at least one reference material relating to at least one of training of field services personnel and field service of machines from [a] first computing unit based on [a] reference material search request" Each of Claims 34, 38, 39, 43 and 44 depend from Claim 33.

Independent Claim 45 recites at "least one program storage device readable by a machine, tangibly embodying at least one program of instructions executable by the machine to perform a method for at least one of enabling training of field service personnel and field service of machines, the method comprising ... providing a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines based on [a] reference material search request" Each of Claims 46, 50 and 51 depend from Claim 45.

Similarly, independent Claim 55 recites an "article of manufacture comprising: at least one computer usable medium having computer readable program code means embodied therein for causing at least one of enabling training of field service personnel and field service of machines, the computer readable program code means ... comprising ... computer readable program code means for causing [a] first computing unit to provide based on [a] reference material search request, a list of at least one cataloged item associated with at least one reference material relating to at least one of training and field service of machines to [a] second computing unit" Each of Claims 56, 60, 61, 65 and 66 depend from 55.

Appellants respectfully submit that, even if one were to assume that the

teachings or suggestions of Beall and Wong were to be combined, no combination of the references teaches or suggests these recitations of independent Claims 1, 11, 23, 33, 45, and 55.

i. *Beall*: On page 3 of paper number 8 and again on page 3 of paper number 11, it is noted that Beall does not teach providing a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines, as recited by Claim 1 and analogously by Claims 11, 23, 33, 45 and 55. As noted above, Beall is directed to an electronic catalog requisition system for electronic commerce and purchasing functions. Accordingly, Appellants respectfully submit that Beall does not teach or suggest the above quoted recitations of independent Claims 1, 11, 23, 33, 45 or 55.

ii. *Wong*: Turning to the secondary reference, on page 3 of paper number 8 and on page 3 of paper number 11, Wong is cited to supply the above-discussed deficiency of Beall. In particular, Col. 1, lines 26-41 of Wong are cited. Page 3 of paper number 8 states that "Wong teaches that the requested item is associated with at least one reference material relating to at least one of training of field service personnel and field service of machines [online transaction processing is not only applied in small users but also applied in acquisition, personnel, training and support, see col. 1, lines 26-41]."

Appellants respectfully submit that this characterization of Wong is inaccurate. Wong does not teach or suggest a requested item that is associated with at least one of training of field service personnel and field service of machines, as asserted on page 3 of the Office Action. Rather, the cited portion of Wong (Col. 1, lines 26-41) states:

First, [traditional online transaction processing (OLTP)] systems were closed or proprietary. Transactions processing providers typically offered hardware and software from the same vendor. However, limited competition and expensive hardware and operating system software license and maintenance fees made transaction processing cost prohibitive for small users. Second, the use of communication technology, such as leased lines and wide area network, was typically quite costly and thus the cost of establishing an infrastructure for wide availability of OLTP for a particular enterprise was often prohibitive for small users. Third, customized OLTP systems were developed with expensive development tools and programming languages that required a substantial investment in acquisition, personnel, training, and support, again beyond the means of small users.

Contrary to the claims in papers 8 and 11, Appellants maintain that this cited portion of Wong is a discussion of the hardships faced by small users (small stores or businesses) in setting up electronic catalogs, so that they can sell their goods online. The mention in the cited portion to "acquisition, personnel, training and support" refers only to the costs of developing the electronic catalogs, not to the use of a catalog to train individuals to repair and operate equipment using a computer implemented training method.

Moreover, the statement on page 6 of paper number 11 that "Wong teaches that the system is not only applied in selling goods online but also in training, personnel, and support, again beyond the means of small users" is not supported by the portion of Wong cited by the Examiner (Col. 1, lines 37-41) nor by any other portion of Wong. Rather, as noted above, this cited portion merely explains one reason that traditional, customized OLTP systems were expensive.

In view of the above, Appellants maintain that Wong does not teach or suggest "field service personnel and field service of machines," as recited by Claims 1, 11, 23, 33, 45, and 55. Accordingly, Wong does not supply the above-discussed deficiencies of Beall. **Accordingly, Appellants respectfully submit that a prima facie case has not been made, and that Claims 1, 11, 23, 33, 45, and 55 define allowable subject matter over the cited art. Further, as Claims 2, 6 and 7 depend from Claim 1, Claims 12, 16, 17, 20 and 21 depend from Claim 11, Claims 24, 28 and 29 depend from Claim 23, Claims 34, 38, 39, 43 and 44 depend from Claim 33, Claims 46, 50 and 51 depend from Claim 45, and Claims 56, 60, 61, 65 and 66 depend from 55, these Claims also define allowable subject matter over the cited art.**

b. *Whether Claims 3, 13, 25, 35, 47 and 57 are unpatentable under 35 USC 103(a) over Beall, in view of Wong:*

Claims 3, 13, 25, 35, 47 and 57 define allowable subject matter over Beall, in view of Wong. Appellants' reasoning is as follows. Claims 3, 13, 25, 35, 47 and 57 depend from Claims 1, 11, 23, 33, 45, and 55, respectively. According, Appellants submit that the arguments presented above with respect to Claims 1, 11, 23, 33, 45, and 55 apply with equal force to Claims 3, 13, 25, 35, 47 and 57.

In addition, Claim 3 recites that the reference material search request

comprises data relating to a machine, data relating to a skill level, and data relating to a service task. Claims 13, 25, 35, 47 and 57 have analogous recitations.

Page 3 of the Office Action cites Beall as disclosing data relating to a machine. However, the portion of Beall cited (product information, Fig. 3 and 4, Col. 4 lines 29-41) is directed to product information for use in an electronic catalog of products, not to data relating to a machine. Similarly, the portion of Beall cited as disclosing data relating to a skill level (Col. 1, lines 26-28) states that "[s]implicity becomes particularly important when the catalog is intended to be accessed by users with varying levels of skill or training." Appellants respectfully submit that this cited portion does not teach or suggest a reference material search request comprising data related to a skill level, as recited by Claim 3. Rather, it suggests using a simple catalog. Similarly, the portion of Beall cited as disclosing data relating to a service task (product descriptions, manufacturers, and parametric values, 503 of Fig. 5) is also directed to product information for use in an electronic catalog and does not relate to a service task.

Accordingly, for at least these additional reasons, Appellants respectfully submit that **a prima facie case has not been made and that Claims 3, 13, 25, 35, 47 and 57 define allowable subject matter over the cited art.**

c. *Whether Claims 4, 14, 26, 36, 48 and 58 are unpatentable under 35 USC 103(a) over Beall, in view of Wong.*

Claims 4, 14, 26, 36, 48 and 58 define allowable subject matter over Beall, in view of Wong. Appellants' reasoning is as follows. Claims 4, 14, 26, 36, 48 and 58 depend from Claims 1, 11, 23, 33, 45, and 55, respectively. According, Appellants submit that the arguments presented above with respect to Claims 1, 11, 23, 33, 45, and 55 apply with equal force to Claims 4, 14, 26, 36, 48 and 58.

In addition, Claim 4 recites that that the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification. Claims 14, 26, 36, 48 and 58 contain analogous recitations.

However, the portion of Wong cited as disclosing data relating to a machine comprising data related to product type and model (size, color, model ... etc, see Col. 8, lines 45-47) refers to information about a product, not to data relating to a machine, as claimed. Similarly, the portion of Wong cited as disclosing "data relating to the skill level compris[ing] data relating to at least one of novice and expert" and "data relating to the service task compris[ing] data relating to at least one of installation, maintenance, and modification" ("inherent in the product information from suppliers", Col. 4, lines 35-36) does not appear to disclose these recitations of Claim 4.

Accordingly, for at least these additional reasons, Appellants respectfully submit that **a prima facie case has not been made and that Claims 4, 14, 26, 36, 48 and 58 define allowable subject matter over the cited art.**

d. Whether Claims 5, 15, 27, 37, 49 and 59 are unpatentable under 35 USC 103(a) over Beall, in view of Wong.

Claims 5, 15, 27, 37, 49 and 59 define allowable subject matter over Beall, in view of Wong. Appellants' reasoning is as follows. Claims 5, 15, 27, 37, 49 and 59 depend from Claims 1, 11, 23, 33, 45, and 55, respectively. Accordingly, Appellants' arguments with respect to Claims 1, 11, 23, 33, 45, and 55, apply with equal force to Claims 5, 15, 27, 37, 49 and 59.

In addition, Claim 5 recites that the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types. Claims 15, 27, 37, 49 and 59 have analogous recitations. In contrast, the portion of Beall cited ("see cataloged items in fig. 3-4") shows product catalogs, not a number of catalogued items regarding a number of different machine types for use in a computer implemented method for at least one of enabling training of field service personnel and field service of machines, as recited by Claim 5.

Accordingly, for at least these additional reasons, Appellants respectfully submit that **a prima facie case has not been made and that Claims 5, 15, 27, 37, 49 and 59 define allowable subject matter over the cited art.**

e. *Whether Claims 8, 18, 30, 40, 52 and 62 are unpatentable under 35 USC 103(a) over Beall, in view of Wong.*

Claims 8, 18, 30, 40, 52 and 62 define allowable subject matter over Beall, in view of Wong. Appellants' reasoning is as follows. Claims 8, 18, 30, 40, 52 and 62 depend from Claims 1, 11, 23, 33, 45, and 55, respectively. Accordingly, Appellants' arguments with respect to Claims 1, 11, 23, 33, 45, and 55, apply with equal force to Claims 8, 18, 30, 40, 52 and 62.

In addition, Claim 8 recites that the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level. Claims 18, 30, 40, 52 and 62 have analogous recitations.

As discussed above with respect to Claim 3, the portion of Beall cited as disclosing data relating to a machine (product information, Fig. 3 and 4, Col. 4 lines 29-41) is directed to product information for use in an electronic catalog of products, not to data relating to a machine. Similarly, the portion of Beall cited as disclosing data relating to a skill level (Col. 1, lines 26-28) states that "[s]implicity becomes particularly important when the catalog is intended to be accessed by users with varying levels of skill or training." Appellants respectfully submit that this cited portion does not teach or suggest at least one cataloged item comprising data relating to a skill level, as recited by Claim 8. Rather, it suggests using a simple catalog. Similarly, the portion of Beall cited as disclosing data relating to a service task (product descriptions, manufacturers, and parametric values, 503 of Fig. 5) is also directed to product information for use in an electronic catalog and does not relate to a service task.

Accordingly, for at least these additional reasons, Appellants respectfully submit that **a prima facie case has not been made and that Claims 8, 18, 30, 40, 52 and 62 define allowable subject matter over the cited art.**

f. *Whether Claims 9, 19, 31, 41, 53 and 63 are unpatentable under 35 USC 103(a) over Beall, in view of Wong.*

Claims 9, 19, 31, 41, 53 and 63 define allowable subject matter over Beall, in view of Wong. Appellants' reasoning is as follows. Claims 9, 19, 31, 41, 53 and 63 depend from Claims 1, 11, 23, 33, 45, and 55, respectively. Accordingly, Appellants'

arguments with respect to Claims 1, 11, 23, 33, 45, and 55, apply with equal force to Claims 9, 19, 31, 41, 53 and 63. In addition, Claims 9, 19, 31, 41, 53 and 63 depend from Claims 8, 18, 30, 40, 52 and 62, respectively. Accordingly, the arguments presented above with respect to Claims 8, 18, 30, 40, 52 and 62 apply to Claims 9, 19, 31, 41, 53 and 63.

Moreover, Claim 9 recites that the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification. Claims 19, 31, 41, 53 and 63 have analogous recitations.

However, as discussed above with respect to Claim 4, the portion of Wong cited as disclosing data relating to a machine comprising data related to product type and model (size, color, model ... etc, see Col. 8, lines 45-47) refers to information about a product not to data relating to a machine, as claimed. Similarly, the portion of Wong cited as disclosing "data relating to the skill level compris[ing] data relating to at least one of novice and expert" and "data relating to the service task compris[ing] data relating to at least one of installation, maintenance, and modification" ("inherent in the product information from suppliers", Col. 4, lines 35-36) does not appear to disclose these recitations of Claim 9.

Accordingly, for at least these additional reasons, Appellants respectfully submit that **a prima facie case has not been made and that Claims 9, 19, 31, 41, 53 and 63 define allowable subject matter over the cited art.**

g. *Whether Claims 10, 20, 32, 42, 54 and 64 are unpatentable under 35 USC 103(a) over Beall, in view of Wong.*

Claims 10, 20, 32, 42, 54 and 64 define allowable subject matter over Beall, in view of Wong. Appellants' reasoning is as follows. Claims 10, 20, 32, 42, 54 and 64 depend from Claims 1, 11, 23, 33, 45, and 55, respectively. Accordingly, Appellants' arguments with respect to Claims 1, 11, 23, 33, 45, and 55, apply with equal force to Claims 10, 20, 32, 42, 54 and 64.

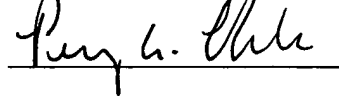
In addition, Claim 10 recites that the providing the copy comprises retrieving the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals. Claims 20, 32, 42, 54 and 64 have analogous recitations. However, Appellants respectfully submit that the portion of Wong cited as disclosing this additional recitation of Claim 10 ("inherent in product information, 20 of fig. 2") does not disclose this recitation. For example, the detailed list of product information provided in Fig. 2 does not include a training or a service manual, as is consistent with the fact that Wong is not directed to a method for enabling training of field service personnel and field service of machines but rather to a method for generating and displaying a catalog for online transaction processing, such as involving the electronic purchase of goods.

Accordingly, for at least these additional reasons, Appellants respectfully submit that **a prima facie case has not been made and that Claims 10, 20, 32, 42, 54 and 64 define allowable subject matter over the cited art.**

CONCLUSION

Accordingly, Appellants respectfully submit that the claimed invention defines allowable subject matter over the applied art.

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Penny A. Clarke", is written over a horizontal line.

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APPENDIX:

1. A computer implemented method for at least one of enabling training of field service personnel and field service of machines, the computer implemented method comprising:

obtaining a reference material search request;

providing a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines based on the reference material search request; and

providing a copy of the at least one reference material associated with the at least one cataloged item.

2. The computer implemented method of claim 1 wherein the reference material search request comprises data relating to at least one of a data relating to a machine, data relating to a skill level, data relating to a service task, and a keyword.

3. The computer implemented method of claim 1 wherein the reference material search request comprises data relating to a machine, data relating to a skill level, and data relating to a service task.

4. The computer implemented method of claim 3 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

5. The computer implemented method of claim 1 wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

6. The computer implemented method of claim 1 wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items based on an authorization level.

7. The computer implemented method of claim 1 wherein the at least one cataloged item comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

8. The computer implemented method of claim 1 wherein the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

9. The computer implemented method of claim 8 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

10. The computer implemented method of claim 1 wherein the providing the copy comprises retrieving the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals.

11. A method for at least one of enabling training of field service personnel and field service of machines, the method comprising:

obtaining at a first computing unit a reference material search request from a second computing unit coupled to the first computing unit via a communications network;

providing to the second computing unit a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field

service personnel and field service of machines from the first computing unit based on the reference material search request; and

providing to the second computing unit a copy of the at least one reference material associated with the at least one cataloged item from the first computing unit.

12. The method of claim 11 wherein the reference material search request comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and a keyword.

13. The method of claim 11 wherein the reference material search request comprises data relating to a machine, data relating to a skill level, and data relating to a service task.

14. The method of claim 13 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to a service task comprises data relating to at least one of installation, maintenance, and modification.

15. The method of claim 11 wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

16. The method of claim 11 wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items based on an authorization level.

17. The method of claim 11 wherein the at least one cataloged item comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

18. The method of claim 11 wherein the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

19. The method of claim 18 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

20. The method of claim 11 wherein the providing the copy comprises retrieving the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals.

21. The method of claim 11 wherein the second computing unit is a handheld computer.

22. The method of claim 11 wherein the communications network is a global computer network.

23. A system for at least one of enabling training of field service personnel and field service of machines, said system comprising:

at least one processor adapted to obtain a reference material search request;

said at least one processor adapted to provide a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and service of machines based on the reference material search request; and

said at least one processor adapted to provide a copy of the at least one reference material associated with the at least one cataloged item.

24. The system of claim 23 wherein the reference material search request comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and a keyword.

25. The system of claim 23 wherein the search request comprises data relating to the machine, data relating to a skill level, and data relating to a service task.

26. The system of claim 25 wherein the data relating to the machine comprises data relating to product type and model, the data relating to a skill level comprises data relating to at least one of novice and expert, and the data relating to a service task comprises data relating to at least one of installation, maintenance, and modification.

27. The system of claim 23 wherein the at least one processor is adapted to generate the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

28. The system of claim 23 wherein the at least one processor is adapted to generate the list from a data storage unit comprising a plurality of cataloged items based on an authorization level.

29. The system of claim 23 wherein the at least one cataloged item comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

30. The system of claim 23 wherein the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

31. The system of claim 30 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data

relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

32. The system of claim 23 wherein the at least one processor is adapted to retrieve the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals.

33. A system for at least one of enabling training of field service personnel and field service of machines, said system comprising:

means for obtaining at a first computing unit a reference material search request from a second computing unit coupled to the first computing unit via a communications network;

means for providing to the second computing unit a list of at least one cataloged item corresponding to at least one reference material relating to at least one of training of field services personnel and field service of machines from the first computing unit based on the reference material search request; and

means for providing to the second computing unit a copy of the at least one reference material associated with the at least one cataloged item from the first computing unit.

34. The system of claim 33 wherein the reference material search request comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and a keyword.

35. The system of claim 33 wherein the reference material search request comprises data relating to a machine, data relating to a skill level, and data relating to a service task.

36. The system of claim 35 wherein the data relating to the machine comprises product data relating to type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

37. The system of claim 33 wherein the means for providing the list comprises means for generating the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

38. The system of claim 33 wherein the means for providing the list comprises means for generating the list from a data storage unit comprising a plurality of cataloged items based on an authorization level.

39. The system of claim 33 wherein the at least one cataloged item comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

40. The system of claim 33 wherein the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

41. The system of claim 40 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

42. The system of claim 33 wherein the means for providing the copy comprises retrieving the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals.

43. The system of claim 33 wherein the second computing unit is a handheld computer.

44. The system of claim 33 wherein the communications network is a global computer network.

45. At least one program storage device readable by a machine, tangibly embodying at least one program of instructions executable by the machine to perform a method for at least one of enabling training of field service personnel and field service of machines, the method comprising:

obtaining a reference material search request;

providing a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines based on the reference material search request; and

providing a copy of the at least one reference material associated with the at least one cataloged item.

46. The at least one program storage device of claim 45 wherein the reference material search request comprises data relating to at least one of a data relating to a machine, data relating to a skill level, data relating to a service task, and a keyword.

47. The at least one program storage device of claim 45 wherein the reference material search request comprises data relating to a machine, data relating to a skill level, and data relating to a service task.

48. The at least one program storage device of claim 47 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

49. The at least one program storage device of claim 45 wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

50. The at least one program storage device of claim 45 wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items based on an authorization level.

51. The at least one program storage device of claim 45 wherein the at least one cataloged item comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

52. The at least one program storage device of claim 45 wherein the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

53. The at least one program storage device of claim 52 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

54. The at least one program storage device of claim 45 wherein the providing the copy comprises retrieving the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals.

55. An article of manufacture comprising:

at least one computer usable medium having computer readable program code means embodied therein for causing at least one of enabling training of field service personnel and field service of machines, the computer readable program code means in said article of manufacture comprising:

computer readable program code means for causing a first computing unit to obtain a reference material search request from a second computing unit coupled to the first computing unit via a communications network;

computer readable program code means for causing the first computing unit to provide based on the reference material search request, a list of at least one cataloged item

associated with at least one reference material relating to at least one of training and field service of machines to the second computing unit; and

computer readable program code means for causing the first computing unit to provide a copy of the at least one reference material associated with the at least one cataloged item to the second computing unit.

56. The article of manufacture of claim 55 wherein the reference material search request comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and a keyword.

57. The article of manufacture of claim 55 wherein the reference material search request comprises data relating to a machine, data relating to 20 a skill level, and data relating to a service task.

58. The article of manufacture of claim 57 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to a service task comprises data relating to at least one of installation, maintenance, and modification.

59. The article of manufacture of claim 55 wherein the computer readable program code means for causing the first computing unit to provide the list comprises computer readable program code means for causing the first computing unit to generate the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

60. The article of manufacture of claim 55 wherein the computer readable program code means for causing the first computing unit to provide the list comprises computer readable program code means for causing the first computing unit to generate the list from a data storage unit comprising a plurality of cataloged items based on an authorization level.

61. The article of manufacture of claim 55 wherein the at least one cataloged item comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

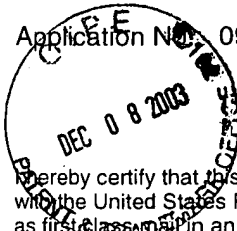
62. The article of manufacture of claim 55 wherein the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

63. The article of manufacture of claim 62 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

64. The article of manufacture of claim 55 wherein the computer readable program code means for causing the first computing unit to provide the copy comprises computer readable program code means for causing the first computing unit to retrieve the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals.

65. The article of manufacture of claim 55 wherein the second computing unit is a handheld computer.

66. The article of manufacture of claim 55 wherein the communications network is a global computer network.



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Typed or printed name: RITA M. LYNN

Signature: Rita M. Lynn

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Shah et al.

: Group Art Unit: 2175

Application No. 09/606,093

: Examiner: T.N. Pardo

Filed: June 27, 2000

: Response to Paper No. 15

For: METHOD AND SYSTEM FOR
ENABLING TRAINING OF FIELD
SERVICE PERSONNEL AND
FIELD SERVICE OF MACHINES

APPEAL BRIEF UNDER 37 C.F.R. 1.192

Assistant Commissioner for Patents
Alexandria, VA 22313-1450

37 CFR 1.192(c)(1): Real Party in Interest

General Electric Company is the real party in interest.

37 CFR 1.192(c)(2): Related Appeals and Interferences

None.

37 CFR 1.192(c)(3): Status of Claims

On October 14, 2003, Appellants appealed from the final rejection of Claims 1-66.

Claims 1-66 stand rejected under 35 USC 103(a) over U.S. Patent No. 6,484,165 (Beall), in view of U.S. Patent No. 5,890,175 (Wong).

37 CFR 1.192(c)(4): Status of Amendments

No amendments have been submitted.

37 CFR 1.192(c)(5): Summary of Invention

Typically, training of field service personnel, such as field engineers, for installation and repair of machines, such as computed tomography (CT) and magnetic resonance (MR) machines, requires spending several weeks at a training site, where trainers introduce the field service personnel to a set of written materials. Drawbacks to the conventional training approach may include (1) training materials created by design engineers unfamiliar with field service constraints, (2) training materials directed to a specific machine and structured in a serial fashion, (3) training materials geared to a specific skill level or limited to a general overview, and (4) difficulties in searching the training materials for reference to specific problems. In addition, field service personnel typically carry to a site, such as a hospital, various reference materials, such as product and training manuals, for reference in installing and repairing such medical machines. If a field engineer is not knowledgeable with repairing a particular malfunction, a subsequent visit to the hospital by a second field engineer possessing the necessary skills may be required to repair the malfunctioning machine.

In one aspect of Appellants' invention, as recited in Claim 1, a computer implemented method 300 (FIG. 3), for at least one of enabling training of field service personnel and field service of machines, includes: obtaining a reference material search request (FIG. 3, page 8, lines 12-16). The computer implemented method further includes providing a list (at 340) of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines based on the reference material search request (FIG. 3, page 8, lines 16-20). The computer implemented method also includes providing a copy (at 350) of the at least one reference material associated with the at least one cataloged item (FIG. 3, page 8, lines 20-22).

In another aspect of Appellants' invention, as recited in Claim 3, in the computer implemented method 300 of Claim 1, the reference material search request includes data

relating to a machine (at 310), data relating to a skill level (at 320), and data relating to a service task (at 330) (Page 8, lines 12-20).

In another aspect of Appellants' invention, as recited in Claim 4, in the computer implemented method 300 of Claim 3 the data relating to the machine (at 310) includes data relating to product type and model (FIG. 3, page 8, lines 12-14). The data relating to the skill level (at 320) includes data relating to at least one of novice and expert (FIG. 5, page 9, lines 15-16). The data relating to the service task (at 330) includes data relating to at least one of installation, maintenance, and modification (FIG. 5, page 8, lines 10-11, page 9, lines 19-25).

In another aspect of Appellants' invention, as recited in Claim 5, in the computer implemented method 300 of Claim 1, the providing the list 340 includes generating the list from a data storage unit 450 that includes a number of cataloged items regarding a number of different machine types (FIGS. 2 and 4, page 10, lines 15-25).

In another aspect of Appellants' invention, as recited in Claim 8, in the computer implemented method 300 of Claim 1, the at least one cataloged item includes data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level (FIGS. 2 and 4, page 10, lines 7-25).

In another aspect of Appellants' invention, as recited in Claim 9, in the computer implemented method 300 of Claim 8, the data relating to the machine includes data relating to product type and model (FIG. 3, page 8, lines 12-14). The data relating to the skill level includes data relating to at least one of novice and expert (FIG. 5, page 9, lines 15-16). The data relating to the service task includes data relating to at least one of installation, maintenance, and modification (FIG. 5, page 8, lines 10-11, page 9, lines 19-25).

In another aspect of Appellants' invention, as recited in Claim 10, in the computer implemented method 300 of Claim 1, the providing the copy 350 includes retrieving the copy from a data storage unit 450 that includes data relating to at least one of training manuals and service manuals (Page 4, lines 7-11).

37 CFR 1.192(c)(6): Issues

- a) Whether Claims 1-66 are unpatentable under 35 USC 103(a) over Beall, in view of Wong.

37 CFR 1.192(c)(7): Grouping of Claims

- a) Claims 1, 2, 6 and 7 (2, 6 and 7 depend from 1), Claims 11, 12, 16, 17, 20 and 21 (12, 16, 17, 20 and 21 depend from 11), Claims 23, 24, 28 and 29 (24, 28 and 29 depend from 23), Claims 33, 34, 38, 39, 43 and 44 (34, 38, 39, 43 and 44 depend from 33), Claims 45, 46, 50 and 51 (46, 50 and 51 depend from 45), and Claims 55, 56, 60, 61, 65 and 66 (56, 60, 61, 65 and 66 depend from 55) stand or fall together.
- b) Claims 3, 13, 25, 35, 47 and 57 stand or fall together.
- c) Claims 4, 14, 26, 36, 48 and 58 stand or fall together
- d) Claims 5, 15, 27, 37, 49 and 59 stand or fall together.
- e) Claims 8, 18, 30, 40, 52 and 62 stand or fall together.
- f) Claims 9, 19, 31, 41, 53 and 63 stand or fall together.
- g) Claims 10, 20, 32, 42, 54 and 64 stand or fall together.

37 CFR 1.192(c)(8): Argument

1. Explanation of why (a) Claims 1, 2, 6, 7, 11, 12, 16, 17, 20, 21, 23, 24, 28, 29, 33, 34, 38, 39, 43, 44-46, 50, 51, 55, 56, 60, 61, 65 and 66, (b) Claims 3, 13, 25, 35, 47 and 57, (c) Claims 4, 14, 26, 36, 48 and 58, (d) Claims 5, 15, 27, 37, 49 and 59, (e) Claims 8, 18, 30, 40, 52 and 62, (f) Claims 9, 19, 31, 41, 53 and 63, and (g) Claims 10, 20, 32, 42, 54 and 64 are separately patentable from each other.

The embodiments of Claims 3, 13, 25, 35, 47 and 57 (group (b)) are separately patentable from the embodiments of group (a) because they recite that the reference material search request comprises data relating to a machine, data relating to a skill level, and data relating to a service task.

The embodiments of Claims 4, 14, 26, 36, 48 and 58 (group (c)) are separately patentable from the embodiments of groups (a) and (b) because they recite that the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

The embodiments of Claims 5, 15, 27, 37, 49 and 59 (group (d)) are separately patentable from the embodiments of groups (a), (b) and (c) because they recite that the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

The embodiments of Claims 8, 18, 30, 40, 52 and 62 (group (e)) are separately patentable from the embodiments of groups (a), (b), (c) and (d) because they recite that the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

The embodiments of Claims 9, 19, 31, 41, 53 and 63 (group (f)) are separately patentable from the embodiments of groups (a), (b), (c), (d) and (e) because they depend from group (e) and further recite that the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

The embodiments of Claims 10, 20, 32, 42, 54 and 64 (group (g)) are separately patentable from the embodiments of groups (a), (b), (c), (d), (e) and (f) because they recite that the providing the copy comprises retrieving the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals.

2. Brief characterization of the prior art relied on in the Final Rejection:

a. *Beall, U.S. Patent No. 6,484,165*: Beall is directed to a method and a system for database manipulation, and, more particularly, to an electronic catalog requisition system. (Abstract) The catalog is used for e-shopping. (See, for example, Col. 1, lines 20-22; Col. 7, lines 55-58; Col. 8, lines 4-10.)

b. *Wong, U.S. Patent No. 5,890,175*: Wong is directed to a method for dynamically generating and displaying catalogs electronically. (Abstract) The

method enables merchants to generate catalogues of items, each item having group and product information. (Abstract. See also Figure 4, for example.) Like Beall, Wong is directed to catalogs for e-shopping. (See, for example, Col. 1, lines 11-13, and Col. 3, lines 23-25.) The object of Wong is to provide a system that allows a small user (merchant) to create an electronic catalog that mimics the traditional store architecture (aisle, shelves etc). (Col. 1, lines 47-52, Col. 2, lines 39-42.) Although the examples and details in Wong are directed to e-shopping, at Col. 3, lines 31-33 of Wong, it is asserted that "the concepts of the invention are not limited to a traditional merchant/consumer relationship and can be used for creating catalogs of any sort, such as information-only catalogs."

3. Discussion of the issues presented by the final rejection:

a. *Whether Claims 1, 2, 6, 7, 11, 12, 16, 17, 20, 21, 23, 24, 28, 29, 33, 34, 38, 39, 43, 44-46, 50, 51, 55, 56, 60, 61, 65 and 66 are unpatentable under 35 USC 103(a) over Beall, in view of Wong:*

Claims 1, 2, 6, 7, 11, 12, 16, 17, 20, 21, 23, 24, 28, 29, 33, 34, 38, 39, 43, 44-46, 50, 51, 55, 56, 60, 61, 65 and 66 define allowable subject matter over Beall, in view of Wong.

Independent Claim 1 recites a "computer implemented method for at least one of enabling training of field service personnel and field service of machines, the computer implemented method comprising ... providing a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines based on [a] reference material search request" Each of Claims 2, 6 and 7 depend from Claim 1.

Similarly, independent Claim 11 recites a "method for at least one of enabling training of field service personnel and field service of machines, the method comprising ... providing to [a] second computing unit a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines from [a] first computing unit based on [a] reference material search request" Each of Claims 12, 16, 17, 20 and 21 depend from Claim 11.

Independent Claim 23 recites a "system for at least one of enabling training of field service personnel and field service of machines, said system comprising: at least one processor adapted to obtain a reference material search request [and] to provide a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and service of machines based on the reference material search request" Each of Claims 24, 28 and 29 depend from Claim 23.

Similarly, independent Claim 33 recites a "system for at least one of enabling training of field service personnel and field service of machines [and having] means for providing to [a] second computing unit a list of at least one cataloged item corresponding to at least one reference material relating to at least one of training of field services personnel and field service of machines from [a] first computing unit based on [a] reference material search request" Each of Claims 34, 38, 39, 43 and 44 depend from Claim 33.

Independent Claim 45 recites at "least one program storage device readable by a machine, tangibly embodying at least one program of instructions executable by the machine to perform a method for at least one of enabling training of field service personnel and field service of machines, the method comprising ... providing a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines based on [a] reference material search request" Each of Claims 46, 50 and 51 depend from Claim 45.

Similarly, independent Claim 55 recites an "article of manufacture comprising: at least one computer usable medium having computer readable program code means embodied therein for causing at least one of enabling training of field service personnel and field service of machines, the computer readable program code means ... comprising ... computer readable program code means for causing [a] first computing unit to provide based on [a] reference material search request, a list of at least one cataloged item associated with at least one reference material relating to at least one of training and field service of machines to [a] second computing unit" Each of Claims 56, 60, 61, 65 and 66 depend from 55.

Appellants respectfully submit that, even if one were to assume that the

teachings or suggestions of Beall and Wong were to be combined, no combination of the references teaches or suggests these recitations of independent Claims 1, 11, 23, 33, 45, and 55.

i. *Beall*: On page 3 of paper number 8 and again on page 3 of paper number 11, it is noted that Beall does not teach providing a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines, as recited by Claim 1 and analogously by Claims 11, 23, 33, 45 and 55. As noted above, Beall is directed to an electronic catalog requisition system for electronic commerce and purchasing functions. Accordingly, Appellants respectfully submit that Beall does not teach or suggest the above quoted recitations of independent Claims 1, 11, 23, 33, 45 or 55.

ii. *Wong*: Turning to the secondary reference, on page 3 of paper number 8 and on page 3 of paper number 11, Wong is cited to supply the above-discussed deficiency of Beall. In particular, Col. 1, lines 26-41 of Wong are cited. Page 3 of paper number 8 states that "Wong teaches that the requested item is associated with at least one reference material relating to at least one of training of field service personnel and field service of machines [online transaction processing is not only applied in small users but also applied in acquisition, personnel, training and support, see col. 1, lines 26-41]."

Appellants respectfully submit that this characterization of Wong is inaccurate. Wong does not teach or suggest a requested item that is associated with at least one of training of field service personnel and field service of machines, as asserted on page 3 of the Office Action. Rather, the cited portion of Wong (Col. 1, lines 26-41) states:

First, [traditional online transaction processing (OLTP)] systems were closed or proprietary. Transactions processing providers typically offered hardware and software from the same vendor. However, limited competition and expensive hardware and operating system software license and maintenance fees made transaction processing cost prohibitive for small users. Second, the use of communication technology, such as leased lines and wide area network, was typically quite costly and thus the cost of establishing an infrastructure for wide availability of OLTP for a particular enterprise was often prohibitive for small users. Third, customized OLTP systems were developed with expensive development tools and programming languages that required a substantial investment in acquisition, personnel, training, and support, again beyond the means of small users.

Contrary to the claims in papers 8 and 11, Appellants maintain that this cited portion of Wong is a discussion of the hardships faced by small users (small stores or businesses) in setting up electronic catalogs, so that they can sell their goods online. The mention in the cited portion to "acquisition, personnel, training and support" refers only to the costs of developing the electronic catalogs, not to the use of a catalog to train individuals to repair and operate equipment using a computer implemented training method.

Moreover, the statement on page 6 of paper number 11 that "Wong teaches that the system is not only applied in selling goods online but also in training, personnel, and support, again beyond the means of small users" is not supported by the portion of Wong cited by the Examiner (Col. 1, lines 37-41) nor by any other portion of Wong. Rather, as noted above, this cited portion merely explains one reason that traditional, customized OLTP systems were expensive.

In view of the above, Appellants maintain that Wong does not teach or suggest "field service personnel and field service of machines," as recited by Claims 1, 11, 23, 33, 45, and 55. Accordingly, Wong does not supply the above-discussed deficiencies of Beall. **Accordingly, Appellants respectfully submit that a prima facie case has not been made, and that Claims 1, 11, 23, 33, 45, and 55 define allowable subject matter over the cited art. Further, as Claims 2, 6 and 7 depend from Claim 1, Claims 12, 16, 17, 20 and 21 depend from Claim 11, Claims 24, 28 and 29 depend from Claim 23, Claims 34, 38, 39, 43 and 44 depend from Claim 33, Claims 46, 50 and 51 depend from Claim 45, and Claims 56, 60, 61, 65 and 66 depend from 55, these Claims also define allowable subject matter over the cited art.**

b. *Whether Claims 3, 13, 25, 35, 47 and 57 are unpatentable under 35 USC 103(a) over Beall, in view of Wong:*

Claims 3, 13, 25, 35, 47 and 57 define allowable subject matter over Beall, in view of Wong. Appellants' reasoning is as follows. Claims 3, 13, 25, 35, 47 and 57 depend from Claims 1, 11, 23, 33, 45, and 55, respectively. According, Appellants submit that the arguments presented above with respect to Claims 1, 11, 23, 33, 45, and 55 apply with equal force to Claims 3, 13, 25, 35, 47 and 57.

In addition, Claim 3 recites that the reference material search request

comprises data relating to a machine, data relating to a skill level, and data relating to a service task. Claims 13, 25, 35, 47 and 57 have analogous recitations.

Page 3 of the Office Action cites Beall as disclosing data relating to a machine. However, the portion of Beall cited (product information, Fig. 3 and 4, Col. 4 lines 29-41) is directed to product information for use in an electronic catalog of products, not to data relating to a machine. Similarly, the portion of Beall cited as disclosing data relating to a skill level (Col. 1, lines 26-28) states that "[s]implicity becomes particularly important when the catalog is intended to be accessed by users with varying levels of skill or training." Appellants respectfully submit that this cited portion does not teach or suggest a reference material search request comprising data related to a skill level, as recited by Claim 3. Rather, it suggests using a simple catalog. Similarly, the portion of Beall cited as disclosing data relating to a service task (product descriptions, manufacturers, and parametric values, 503 of Fig. 5) is also directed to product information for use in an electronic catalog and does not relate to a service task.

Accordingly, for at least these additional reasons, Appellants respectfully submit that **a prima facie case has not been made and that Claims 3, 13, 25, 35, 47 and 57 define allowable subject matter over the cited art.**

c. *Whether Claims 4, 14, 26, 36, 48 and 58 are unpatentable under 35 USC 103(a) over Beall, in view of Wong.*

Claims 4, 14, 26, 36, 48 and 58 define allowable subject matter over Beall, in view of Wong. Appellants' reasoning is as follows. Claims 4, 14, 26, 36, 48 and 58 depend from Claims 1, 11, 23, 33, 45, and 55, respectively. According, Appellants submit that the arguments presented above with respect to Claims 1, 11, 23, 33, 45, and 55 apply with equal force to Claims 4, 14, 26, 36, 48 and 58.

In addition, Claim 4 recites that that the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification. Claims 14, 26, 36, 48 and 58 contain analogous recitations.

However, the portion of Wong cited as disclosing data relating to a machine comprising data related to product type and model (size, color, model ... etc, see Col. 8, lines 45-47) refers to information about a product, not to data relating to a machine, as claimed. Similarly, the portion of Wong cited as disclosing "data relating to the skill level compris[ing] data relating to at least one of novice and expert" and "data relating to the service task compris[ing] data relating to at least one of installation, maintenance, and modification" ("inherent in the product information from suppliers", Col. 4, lines 35-36) does not appear to disclose these recitations of Claim 4.

Accordingly, for at least these additional reasons, Appellants respectfully submit that **a prima facie case has not been made and that Claims 4, 14, 26, 36, 48 and 58 define allowable subject matter over the cited art.**

d. Whether Claims 5, 15, 27, 37, 49 and 59 are unpatentable under 35 USC 103(a) over Beall, in view of Wong.

Claims 5, 15, 27, 37, 49 and 59 define allowable subject matter over Beall, in view of Wong. Appellants' reasoning is as follows. Claims 5, 15, 27, 37, 49 and 59 depend from Claims 1, 11, 23, 33, 45, and 55, respectively. Accordingly, Appellants' arguments with respect to Claims 1, 11, 23, 33, 45, and 55, apply with equal force to Claims 5, 15, 27, 37, 49 and 59.

In addition, Claim 5 recites that the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types. Claims 15, 27, 37, 49 and 59 have analogous recitations. In contrast, the portion of Beall cited ("see cataloged items in fig. 3-4") shows product catalogs, not a number of catalogued items regarding a number of different machine types for use in a computer implemented method for at least one of enabling training of field service personnel and field service of machines, as recited by Claim 5.

Accordingly, for at least these additional reasons, Appellants respectfully submit that **a prima facie case has not been made and that Claims 5, 15, 27, 37, 49 and 59 define allowable subject matter over the cited art.**

e. *Whether Claims 8, 18, 30, 40, 52 and 62 are unpatentable under 35 USC 103(a) over Beall, in view of Wong.*

Claims 8, 18, 30, 40, 52 and 62 define allowable subject matter over Beall, in view of Wong. Appellants' reasoning is as follows. Claims 8, 18, 30, 40, 52 and 62 depend from Claims 1, 11, 23, 33, 45, and 55, respectively. Accordingly, Appellants' arguments with respect to Claims 1, 11, 23, 33, 45, and 55, apply with equal force to Claims 8, 18, 30, 40, 52 and 62.

In addition, Claim 8 recites that the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level. Claims 18, 30, 40, 52 and 62 have analogous recitations.

As discussed above with respect to Claim 3, the portion of Beall cited as disclosing data relating to a machine (product information, Fig. 3 and 4, Col. 4 lines 29-41) is directed to product information for use in an electronic catalog of products, not to data relating to a machine. Similarly, the portion of Beall cited as disclosing data relating to a skill level (Col. 1, lines 26-28) states that "[s]implicity becomes particularly important when the catalog is intended to be accessed by users with varying levels of skill or training." Appellants respectfully submit that this cited portion does not teach or suggest at least one cataloged item comprising data relating to a skill level, as recited by Claim 8. Rather, it suggests using a simple catalog. Similarly, the portion of Beall cited as disclosing data relating to a service task (product descriptions, manufacturers, and parametric values, 503 of Fig. 5) is also directed to product information for use in an electronic catalog and does not relate to a service task.

Accordingly, for at least these additional reasons, Appellants respectfully submit that **a prima facie case has not been made and that Claims 8, 18, 30, 40, 52 and 62 define allowable subject matter over the cited art.**

f. *Whether Claims 9, 19, 31, 41, 53 and 63 are unpatentable under 35 USC 103(a) over Beall, in view of Wong.*

Claims 9, 19, 31, 41, 53 and 63 define allowable subject matter over Beall, in view of Wong. Appellants' reasoning is as follows. Claims 9, 19, 31, 41, 53 and 63 depend from Claims 1, 11, 23, 33, 45, and 55, respectively. Accordingly, Appellants'

arguments with respect to Claims 1, 11, 23, 33, 45, and 55, apply with equal force to Claims 9, 19, 31, 41, 53 and 63. In addition, Claims 9, 19, 31, 41, 53 and 63 depend from Claims 8, 18, 30, 40, 52 and 62, respectively. Accordingly, the arguments presented above with respect to Claims 8, 18, 30, 40, 52 and 62 apply to Claims 9, 19, 31, 41, 53 and 63.

Moreover, Claim 9 recites that the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification. Claims 19, 31, 41, 53 and 63 have analogous recitations.

However, as discussed above with respect to Claim 4, the portion of Wong cited as disclosing data relating to a machine comprising data related to product type and model (size, color, model ... etc, see Col. 8, lines 45-47) refers to information about a product not to data relating to a machine, as claimed. Similarly, the portion of Wong cited as disclosing "data relating to the skill level compris[ing] data relating to at least one of novice and expert" and "data relating to the service task compris[ing] data relating to at least one of installation, maintenance, and modification" ("inherent in the product information from suppliers", Col. 4, lines 35-36) does not appear to disclose these recitations of Claim 9.

Accordingly, for at least these additional reasons, Appellants respectfully submit that **a prima facie case has not been made and that Claims 9, 19, 31, 41, 53 and 63 define allowable subject matter over the cited art.**

g. *Whether Claims 10, 20, 32, 42, 54 and 64 are unpatentable under 35 USC 103(a) over Beall, in view of Wong.*

Claims 10, 20, 32, 42, 54 and 64 define allowable subject matter over Beall, in view of Wong. Appellants' reasoning is as follows. Claims 10, 20, 32, 42, 54 and 64 depend from Claims 1, 11, 23, 33, 45, and 55, respectively. Accordingly, Appellants' arguments with respect to Claims 1, 11, 23, 33, 45, and 55, apply with equal force to Claims 10, 20, 32, 42, 54 and 64.

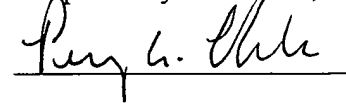
In addition, Claim 10 recites that the providing the copy comprises retrieving the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals. Claims 20, 32, 42, 54 and 64 have analogous recitations. However, Appellants respectfully submit that the portion of Wong cited as disclosing this additional recitation of Claim 10 ("inherent in product information, 20 of fig. 2") does not disclose this recitation. For example, the detailed list of product information provided in Fig. 2 does not include a training or a service manual, as is consistent with the fact that Wong is not directed to a method for enabling training of field service personnel and field service of machines but rather to a method for generating and displaying a catalog for online transaction processing, such as involving the electronic purchase of goods.

Accordingly, for at least these additional reasons, Appellants respectfully submit that **a prima facie case has not been made and that Claims 10, 20, 32, 42, 54 and 64 define allowable subject matter over the cited art.**

CONCLUSION

Accordingly, Appellants respectfully submit that the claimed invention defines allowable subject matter over the applied art.

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Penny A. Clarke", is written over a horizontal line.

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APPENDIX:

1. A computer implemented method for at least one of enabling training of field service personnel and field service of machines, the computer implemented method comprising:

obtaining a reference material search request;

providing a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines based on the reference material search request; and

providing a copy of the at least one reference material associated with the at least one cataloged item.

2. The computer implemented method of claim 1 wherein the reference material search request comprises data relating to at least one of a data relating to a machine, data relating to a skill level, data relating to a service task, and a keyword.

3. The computer implemented method of claim 1 wherein the reference material search request comprises data relating to a machine, data relating to a skill level, and data relating to a service task.

4. The computer implemented method of claim 3 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

5. The computer implemented method of claim 1 wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

6. The computer implemented method of claim 1 wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items based on an authorization level.

7. The computer implemented method of claim 1 wherein the at least one cataloged item comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

8. The computer implemented method of claim 1 wherein the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

9. The computer implemented method of claim 8 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

10. The computer implemented method of claim 1 wherein the providing the copy comprises retrieving the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals.

11. A method for at least one of enabling training of field service personnel and field service of machines, the method comprising:

obtaining at a first computing unit a reference material search request from a second computing unit coupled to the first computing unit via a communications network;

providing to the second computing unit a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field

service personnel and field service of machines from the first computing unit based on the reference material search request; and

providing to the second computing unit a copy of the at least one reference material associated with the at least one cataloged item from the first computing unit.

12. The method of claim 11 wherein the reference material search request comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and a keyword.

13. The method of claim 11 wherein the reference material search request comprises data relating to a machine, data relating to a skill level, and data relating to a service task.

14. The method of claim 13 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to a service task comprises data relating to at least one of installation, maintenance, and modification.

15. The method of claim 11 wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

16. The method of claim 11 wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items based on an authorization level.

17. The method of claim 11 wherein the at least one cataloged item comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

18. The method of claim 11 wherein the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

19. The method of claim 18 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

20. The method of claim 11 wherein the providing the copy comprises retrieving the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals.

21. The method of claim 11 wherein the second computing unit is a handheld computer.

22. The method of claim 11 wherein the communications network is a global computer network.

23. A system for at least one of enabling training of field service personnel and field service of machines, said system comprising:

at least one processor adapted to obtain a reference material search request;

said at least one processor adapted to provide a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and service of machines based on the reference material search request; and

said at least one processor adapted to provide a copy of the at least one reference material associated with the at least one cataloged item.

24. The system of claim 23 wherein the reference material search request comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and a keyword.

25. The system of claim 23 wherein the search request comprises data relating to the machine, data relating to a skill level, and data relating to a service task.

26. The system of claim 25 wherein the data relating to the machine comprises data relating to product type and model, the data relating to a skill level comprises data relating to at least one of novice and expert, and the data relating to a service task comprises data relating to at least one of installation, maintenance, and modification.

27. The system of claim 23 wherein the at least one processor is adapted to generate the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

28. The system of claim 23 wherein the at least one processor is adapted to generate the list from a data storage unit comprising a plurality of cataloged items based on an authorization level.

29. The system of claim 23 wherein the at least one cataloged item comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

30. The system of claim 23 wherein the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

31. The system of claim 30 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data

relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

32. The system of claim 23 wherein the at least one processor is adapted to retrieve the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals.

33. A system for at least one of enabling training of field service personnel and field service of machines, said system comprising:

means for obtaining at a first computing unit a reference material search request from a second computing unit coupled to the first computing unit via a communications network;

means for providing to the second computing unit a list of at least one cataloged item corresponding to at least one reference material relating to at least one of training of field services personnel and field service of machines from the first computing unit based on the reference material search request; and

means for providing to the second computing unit a copy of the at least one reference material associated with the at least one cataloged item from the first computing unit.

34. The system of claim 33 wherein the reference material search request comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and a keyword.

35. The system of claim 33 wherein the reference material search request comprises data relating to a machine, data relating to a skill level, and data relating to a service task.

36. The system of claim 35 wherein the data relating to the machine comprises product data relating to type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

37. The system of claim 33 wherein the means for providing the list comprises means for generating the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

38. The system of claim 33 wherein the means for providing the list comprises means for generating the list from a data storage unit comprising a plurality of cataloged items based on an authorization level.

39. The system of claim 33 wherein the at least one cataloged item comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

40. The system of claim 33 wherein the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

41. The system of claim 40 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

42. The system of claim 33 wherein the means for providing the copy comprises retrieving the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals.

43. The system of claim 33 wherein the second computing unit is a handheld computer.

44. The system of claim 33 wherein the communications network is a global computer network.

45. At least one program storage device readable by a machine, tangibly embodying at least one program of instructions executable by the machine to perform a method for at least one of enabling training of field service personnel and field service of machines, the method comprising:

obtaining a reference material search request;

providing a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines based on the reference material search request; and

providing a copy of the at least one reference material associated with the at least one cataloged item.

46. The at least one program storage device of claim 45 wherein the reference material search request comprises data relating to at least one of a data relating to a machine, data relating to a skill level, data relating to a service task, and a keyword.

47. The at least one program storage device of claim 45 wherein the reference material search request comprises data relating to a machine, data relating to a skill level, and data relating to a service task.

48. The at least one program storage device of claim 47 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

49. The at least one program storage device of claim 45 wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

50. The at least one program storage device of claim 45 wherein the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items based on an authorization level.

51. The at least one program storage device of claim 45 wherein the at least one cataloged item comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

52. The at least one program storage device of claim 45 wherein the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

53. The at least one program storage device of claim 52 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

54. The at least one program storage device of claim 45 wherein the providing the copy comprises retrieving the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals.

55. An article of manufacture comprising:

at least one computer usable medium having computer readable program code means embodied therein for causing at least one of enabling training of field service personnel and field service of machines, the computer readable program code means in said article of manufacture comprising:

computer readable program code means for causing a first computing unit to obtain a reference material search request from a second computing unit coupled to the first computing unit via a communications network;

computer readable program code means for causing the first computing unit to provide based on the reference material search request, a list of at least one cataloged item

associated with at least one reference material relating to at least one of training and field service of machines to the second computing unit; and

computer readable program code means for causing the first computing unit to provide a copy of the at least one reference material associated with the at least one cataloged item to the second computing unit.

56. The article of manufacture of claim 55 wherein the reference material search request comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and a keyword.

57. The article of manufacture of claim 55 wherein the reference material search request comprises data relating to a machine, data relating to 20 a skill level, and data relating to a service task.

58. The article of manufacture of claim 57 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to a service task comprises data relating to at least one of installation, maintenance, and modification.

59. The article of manufacture of claim 55 wherein the computer readable program code means for causing the first computing unit to provide the list comprises computer readable program code means for causing the first computing unit to generate the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types.

60. The article of manufacture of claim 55 wherein the computer readable program code means for causing the first computing unit to provide the list comprises computer readable program code means for causing the first computing unit to generate the list from a data storage unit comprising a plurality of cataloged items based on an authorization level.

61. The article of manufacture of claim 55 wherein the at least one cataloged item comprises at least one of data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

62. The article of manufacture of claim 55 wherein the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level.

63. The article of manufacture of claim 62 wherein the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification.

64. The article of manufacture of claim 55 wherein the computer readable program code means for causing the first computing unit to provide the copy comprises computer readable program code means for causing the first computing unit to retrieve the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals.

65. The article of manufacture of claim 55 wherein the second computing unit is a handheld computer.

66. The article of manufacture of claim 55 wherein the communications network is a global computer network.

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For: METHOD AND SYSTEM FOR ENABLING TRAINING OF FIELD SERVICE PERSONNEL
AND FIELD SERVICE OF MACHINES

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